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## Thanks — we appreciate your business.

Your business is the best thing happening to us!!! We value the partnerships that you have formed with us and look forward to serving you in the future. The Federal Technology Service at the General Services Administration exists because of you. As one year closes and another begins, we extend to you a special "thanks" for making this a very successful year. Please continue to consider us as your provider of choice for your IT solutions.

We appreciate you very much. Please let me know how FTS may assist you better.

From our house to your house, may your future be bright and successful!



Sincerely,

**Marcella Banks**

Assistant Regional Administrator  
Federal Technology Service  
Greater Southwest Region

Government-wide IT acquisition program authority.

## **GSA re-designated as OMB executive agent**

On September 20, 2000, the Office of Management and Budget (OMB) granted the Administrator of the General Services Administration authority to serve as an executive agent for government-wide acquisitions through existing GSA government-wide information technology (IT) acquisition programs. The designation was originally granted in 1996 and has now been extended through April 1, 2002.

This authority is defined in Section 5002(3) of the Clinger-Cohen Act, 40 U.S.C. 1401(3), and is further limited to contracts awarded under programs that are funded on a reimbursable basis through the Information Technology Fund (established at 40 U.S.C. 757), and have already been approved by OMB or are approved by OMB in writing as part of the annual cost and capital plan for that fund.

Read the OMB designation letter in its entirety at our web site: [http://www.gsa.gov/regions/7k/fts\\_its/adpserv.htm](http://www.gsa.gov/regions/7k/fts_its/adpserv.htm)

Greater Southwest Region leads the way.

## **GSA posts missing children notices**

In January 1997, President Clinton directed Federal agencies to post notices of missing children in Government buildings. As the landlord for more than 2,000 of these buildings, GSA has played an important role in responding to this critical need. GSA has worked with the National Center for Missing and Exploited Children (NCMEC) to develop a way to post 10 pictures of missing children in our major Federal buildings and update them on a monthly basis.

GSA is currently posting Missing Children Notices in 255 leased and 614 owned Federal buildings, and operating 36 computer kiosk displays in the lobbies and Post Offices of public Federal buildings throughout the country. The Greater Southwest Region is by far the leader in posting notices with 83 leased and 127 owned buildings and 22 computer kiosks operating in the region. The children posted in the GSA program are recent victims of abduction by strangers, or "runaways" through the age of 17 that are considered high risk because of medical problems or other issues. GSA does not post posters of children abducted by family members or involved in custodial issues unless requested by parents at the local level.

The majority of posters are sent electronically to the regional or field offices where they are printed and posted in the local buildings. The Greater Southwest Region currently distributes posters to 210 Federal buildings and sends out packages to 22 remote locations, which covers 48 buildings that do not have the equipment nor manpower to produce the color posters at these locations.

In 1999, 77 of the 120 children featured in the GSA postings were recovered alive; 20 of those recoveries happened within 10 days of our postings. GSA has been recognized by the NCMEC as a leader in the effort to recover children. The success of this program is due in part to the rapid distribution of posters to our buildings.

Searchable web site.

## **Enhanced U.S. Blue Pages**

The Federal Technology Service web site telephone directory (<http://www.usbluepages.gov>) now has comprehensive search capabilities. This feature makes it easier to quickly find phone numbers and other information located in the Blue Pages sections published telephone directories. You can now search for listings by city, state, and key words, as well as use quick links to reach some of the most popular federal sites.



The mission of this U.S. Blue Pages project is to better connect U.S. citizens to their federal services and agencies. For example, the U.S. Blue Pages are now arranged by subject as well as by agency, so that information can be found quickly. Icons are used to clearly identify subject. Other improvements to the site include accessibility for people with disabilities.

The U.S. Blue Pages automation and restructuring project began in 1996; by the end of 2000, the project will reach more than 500 markets and 75 percent of the American public. The Blue Pages project team works to ensure listings are correct and complete and negotiates with service providers and telephone book publishers to provide low-cost or no-cost federal listings nationwide. For additional information, contact Blue Pages Project Director Bonnie Seybolod at (703) 306-6241

FTS services South America, Mexico, and Canada.

## **FTS and the Americas**

The GSA Federal Technology Service (FTS), Central/Southeast Texas/Americas Team in Fort Worth, Texas, provides FTS support services to Federal agencies in South America, Mexico, and Canada. The team consists of senior contracting, information technology, and telecommunications project management experts.

One of the projects in South America FTS is currently working on involves helping the Joint Task Force Bravo (JTFB) at Soto Cano Air Base, Honduras, repair their Very High Frequency Omnidirectional Range station/Tactical (VORTAC) air navigation facility which is an integral part of providing flight safety. Soto Cano is located 70 kilometers from Tegucigalpa, the capitol city of Honduras. The GSA FTS role has been to find a qualified contractor to repair and upgrade the facility in partnership with the United States Air Force and JTFB. This facility is housed in a building 1,400 square feet in size; the roof has 20" X 28" soldered sheets of tinned alloy covering, composed of 80% lead and 20% tin which acts as a reflector for the system. The roof will be replaced with material composed of 50% tin and 50% zinc which is a more efficient reflector. The grounding system will also be upgraded and all components of the system aligned. This project is a direct follow-up of a Weather Radar System which GSA FTS had previously contracted for the engineering and installation for US SOUTHCOM in Honduras.

GSA FTS has played a direct role in South and Central America for many years and is now in the early planning stages for telecommunications support of the Drug Interdiction Role in Peru, Columbia, and Honduras. With the contracts now available to Federal agencies worldwide, FTS is positioned and ready to assist agencies in the Americas with their information technology and telecommunications needs.

For more information, contact: Russ Colomo at (817) 978-4079 or Email [russell.colomo@gsa.gov](mailto:russell.colomo@gsa.gov).

Unsure? Contact your local GSA Area Telecommunications Manager.

## **New area codes announced**

The following area codes have been announced for activation in the near future.

**Michigan                      989                      January 1, 2001**

The new area code 989 will serve the northern geographic portion of the existing 517 area code, including Bay City, Mount Pleasant, Saginaw, and West Branch.

**Louisiana                      985                      February 12, 2001**

The new area code 985 will serve the area surrounding New Orleans. New Orleans will retain area code 504.

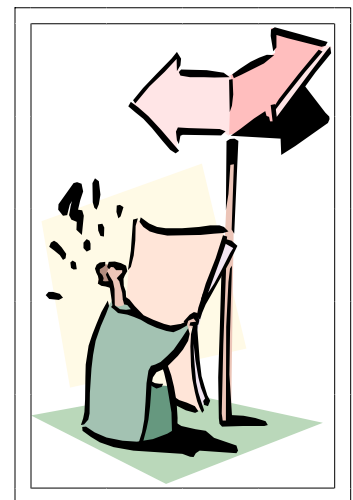
**Pennsylvania                      445, 835                      May 1, 2001**

The new area codes 445 and 835 will overlay existing area codes 215, 267, 484, and 610.

**Massachusetts                      339, 351, 774, 857                      May 2, 2001**

The new area codes 339, 351, 774, and 857 will overlay existing area codes 508, 617, 781, and 978.

If you have any questions, contact your local GSA Area Telecommunications Manager.



FTS provides security services and equipment.

## **Secure telecommunication services**

Government agency customers can obtain secure telecommunication services offered by the GSA Federal Technology Service (FTS). FTS provides direct technical support and assistance in evaluating support requirements for Communications Security (COMSEC) and communications equipment and systems for customer agencies.

- ◆ **Video and Data Encryption:** engineering, design, installation and operational testing/function of multiple, highly specialized secure electronic communication systems. This includes the use of cryptographic equipment interfacing with video processors, multiplexers, routers, bridges, DSU/CSU's and Timeplex.
- ◆ **Network (LAN/WAN) Encryption:** secure communications design, engineering and installation capability which includes the use of traditional COMSEC equipment (KG's, KIV-7's) and network encryption devices (NES, FASTLANE and TACLANE).
- ◆ **COMSEC Equipment Maintenance:** includes installation, inspection, modification, test and evaluation on COMSEC and ancillary communications systems and equipment. All of the installed on-line or spare secure telecommunications equipment is (or can be) maintained by the Service Center through on-site visits and repair contracts with specialized repair facilities. Due to the geographic diversity of the current customer base, FTS also provides trouble assistance off-site via telephone as a cost-effective alternative to on-site visits.
- ◆ **COMSEC Services:** current COMSEC accounts are maintained at the Albuquerque Field Service Center to facilitate the care GSA and government-owned equipment—mostly hardware such as KG's and STUll's that are accounted for by serial number. GSA's primary office of records is located in Washington, D.C. Customers are provided with a central point of delivery, maintenance and processing of COMSEC material, maintaining surveillance over locally housed assets and ensuring that proper operation and security procedures are adhered to in accordance with national policy.

For more information on GSA's security products and services available in the Greater Southwest Region, contact Randy Williams at (505) 346-2853.

SWDC for all your general supply needs.

## **Southwestern Wholesale Distribution Center**

The Southwestern Wholesale Distribution Center (SWDC) in Fort Worth remains open and operational to meet the general, common use supply needs of agencies, worldwide. In recent years, the SWDC has streamlined its activities to ensure that high use, high turnover items remain available, and in stock, for short notice distribution and quick delivery, normally 2 to 7 days.

Orders may be placed via telephone (800 525-8027), fax (800 856-7057), Email (CSC.order@gsa.gov), or regular mail (GSA Customer Supply Center, P.O. Box 915005, Fort Worth, TX 76115). FEDSTRIP/MILSTRIP orders continue to be accepted, as well.

GSA's Federal Supply Service will continue to evaluate current procedures in an effort to maximize the efficiency of our overall supply program, ever mindful of the importance of continued improvement of the high level support demanded and expected by our agency partners at competitive prices.

As always, we look forward to serving your supply support needs!

<http://www.gsa.gov>

## **New look for GSA external web site**

GSA Deputy Administrator Thurman Davis announced the implementation of the redesigned and restructured GSA web site, [www.gsa.gov](http://www.gsa.gov). The new site, launched on November 1, 2000, focuses on the services GSA provides and incorporates consistent web standards. The new web site:

- ◆ is more customer and stakeholder friendly,
- ◆ incorporates one look and feel and maintains brand integrity,
- ◆ includes the ability to personalize (MyGSA),
- ◆ Is based on a taxonomy that is customer-focused, emphasizing what we provide and how to buy through and sell to GSA,
- ◆ allows for a system for controlling and managing content by review and expiration dates,
- ◆ provides a Yahoo-like search mechanism, and
- ◆ is compliant with Section 508 of the Americans with Disabilities Act.

[Metropolitan Area Acquisition.](#)

## **MAA contract awarded in New Orleans**

GSA awarded a contract to provide local telecommunications services to federal government agencies in New Orleans under its Metropolitan Area Acquisition (MAA) Program. Bell South was selected to provide services in New Orleans. The New Orleans MAA originating and terminating service area includes the parishes of St. Charles, Jefferson, and Orleans, the town of Belle Chasse (located in the Plaquemines parish), and the towns of Chalmette, Arabi, Meraux, Violet, and Poydras (all located in St. Bernard parish).

The MAA Program is managed by GSA's Federal Technology Service (FTS). The contract in New Orleans brings the total number of cities served by the program to 19. The contract provides for standard voice service as well as switched data service and dedicated transmission service offerings. The scope of the contract allows for the addition of new and leading edge services, as they become available in the commercial marketplace.

This new local service will potentially save the government close to \$15 million. This is approximately a 37% saving over standard business rates and 30% over current government rates. For basic analog voice services, the offered prices will potentially save the government \$8 million.

FTS has incorporated competition-enhancing terms in its MAA and FTS2001 (long distance) telecommunications contracts, including price management mechanisms and technology refreshment provisions. These are meant to ensure not only that the prices paid by federal government users remain current with the best available marketplace, but that the types of services offered remain current with industry trends as well.

Contracts were previously awarded in Dallas and Albuquerque. The Dallas contracts were awarded to Southwestern Bell Telephone Company, WinStar Communications, Inc., and AT&T. The Dallas service area includes Dallas and Tarrant counties. Services will be provided by Qwest Corporation in the Albuquerque area, which includes Bernadillo County with extended local calling capabilities into the localities of Belen, Estancia, Laguna Acoma, Los Lunas, Moriarty, Mountainair, Pena Blanca, and Tijeras.

For more MAA program specific information, please refer to the GSA FTS website at <http://www.gsa.gov/maa> or call Sylvia Hernandez at (817) 978-3709.

Millennia Lite—worldwide IT support services.

## **Contract assists agencies to comply with Clinger-Cohen requirements**

According to a U.S. Senate Committee on Governmental Affairs press statement issued October 20, 2000, federal agencies are not fully complying with the Clinger-Cohen Act, a 1996 information technology management law. The report showed that 16 agencies neither developed nor submitted IT management reports that included accomplishments, progress, and identification of areas requiring attention. The investigation also revealed that agencies are not using sound business procedures before investing in information technology, so they are unable to improve program performance and meet their mission goals.

The GSA Federal Technology Service Millennia Lite contract provides assistance with Clinger-Cohen implementation under its Functional Area 1. Functional Area 1 encompasses Information Technology Planning, Studies and Assessment to assist agency Chief Information Officer and IRM Officials.

IT assessment includes business case analysis (costs/benefit and risk), performance measurements, independent validation and verification of systems development as well as measuring IT progress, return on investment, earned value and compliance with federal interoperability standards and enterprise architectures. This functional area includes studies and analyses designed to further enhance agency compliance with, but not limited to, OMB Circulars A-76 and A-130.

Millennia Lite Functional Area 1 contractors have been evaluated by the IT Acquisition Center for their ability to meet the requirements of the Clinger-Cohen Act, in addition to the other services offered under Functional Area 1. Contractors are: Abacus Technology Corp., Anteon Corp., CALIBRE Systems, Inc., CEEXEC, Inc., Data Networks Corp., EDSI, SI International, Inc., Soza and Co., Ltd., Sytex, Inc., and User Technology Associates.

How do you use Millennia Lite? It's easy! Simply call the FTS Greater Southwest Region at 817-978-3687 or visit [http://hydra.gsa.gov/regions/7k/fts\\_its/contact.htm](http://hydra.gsa.gov/regions/7k/fts_its/contact.htm) for a list of geographic locations served by the Greater Southwest Region.

For further information on Millennia Lite, please contact Shan Clark, Client Service Representative, toll free at 877-929-ITAC (4822). You are also invited to visit the Millennia Lite website at <http://lite.gsa.gov>.

## Does your business day



find

you out on a limb.....



looking for that

missing link....

or.....



require a

balancing act



## FTS provides

## technology solutions.

Internet gateway for contract informa-



## **FedBizOpps site proposed**

The Office of Acquisition Policy in the Office of Governmentwide Policy, along with the Department of Defense and the National Aeronautics and Space Administration, has proposed an amendment to the Federal Acquisition Regulation that would establish Federal Business Opportunities as a one-stop Internet gateway for information on government contracts of more than \$25,000. FedBizOpps was formerly known as the Electronic Posting System. The site currently provides access to pre-solicitation notices, solicitations, and other procurement information for contracts of more than \$25,000 in all or part of 18 agencies.

The designation of a single government-wide point of electronic entry for Federal contracting opportunities furthers Administration efforts to both organize government information by subject and by agency to make interactions faster, easier, and less costly. FedBizOpps.gov would serve as the procurement portal to "FirstGov.gov," a customer-focused website that will provide free rapid access to government information and services. The proposed selection of FedBizOpps reflects its potential to allow easy access from a central point to pre-solicitation notices, solicitations and related information, accommodate different commercial electronic means for accessing information, and facilitate reengineering of processes used to provide and obtain information on contracting opportunities.

The proposed FAR changes, along with supplementary information and a discussion of the rationale for the proposed selection of FedBizOpps, appear at 65 Fed. Reg. 50872 (8/21/2000).

New voicemail technologies.

## **Visual desktop messenger**

Communication is more critical than ever in today's fast paced environment. The need for a visual interface for better control, prioritization and management of voice messages is becoming increasingly necessary. Users now will have the value and power of visual control of voice/fax messages on their desktop.

As a pilot program, GSA's voice mail system in Denver, Colorado, will offer a wide range of unified messaging solutions. Users will have the ability to access and manage messages and information, from anywhere to anyone at any time, with any device on any network.

The Visual Desktop Messenger enables users to add voice mail and fax messages into their current mix of desktop applications (e-mail, word processing, databases and internet), in the same way they already work — moving freely between applications. It provides a visual interface to the user's voice/fax mailbox. Client users can send, reply, and forward voice messages as well as view and print fax messages through a mix of different desktop applications with internet access.

Once tested and fully implemented, GSA will also offer the Visual Desktop Messenger to customers in Dallas/Fort Worth, Texas, and Albuquerque, New Mexico. GSA's voice mail features and benefits will meet specific user needs and will allow users to manage, prioritize, and better control their voice/fax messages resulting in time savings and improved customer satisfaction.

For more information on voice mail services of the Visual Desktop Messenger, contact Lee Moore at (817) 978-3573 or Email [lee.moore@gsa.gov](mailto:lee.moore@gsa.gov).

Native American Broad Band Consortium formed.

## **Bridging the**



## **“digital divide”**



The Indian Health Service (IHS), in partnership with the GSA Greater Southwest Region, Federal Technology Service (FTS), located in Fort Worth, Texas, provided installation of microwave links to accommodate President Clinton's visit to Shiprock, New Mexico, in June 2000. This connectivity was subsequently used to support the Northern New Mexico Hospital's Telemedicine project and NASA Virtual Collaborative Clinic. The broad band integrated solution includes:

- Transmission media such as microwave radio, fiber and copper.
- Routers, work station wiring, repeaters and personal computers.
- Telephone switches, telephone instruments and riser cables.
- FTS2001 services such as frame relay, asynchronous transfer mode, DS1, DS3, OC3, OC12 and other tariff LEC, CLEC and carrier services.
- Specified increments of bandwidth.
- Necessary maintenance and access arrangements.

Following the Presidential visit, the Native American Broad Band Consortium was developed to share this broad band technology with the community. The Consortium presently includes the Indian Health Service, the Navajo Nation, the Navajo Nation tribal government offices and associated tribal organization, the Zuni Pueblo, and the Bureau of Indian

Affairs. The Consortium will assess the needs in northern New Mexico to “bridge the digital divide” for all other Tribal Nations and federal agencies. Under the Consortium Charter, other federal agencies or tribal governments will be allowed to join as projected interest in technology requirements increases in Indian country.

Geographic locations presented the greatest challenge for developing and providing the comprehensive solution to the most remote part of Indian Country, including the communities along the New Mexico/Arizona borders. The GSA and IHS faced almost insurmountable problems because of the scarcity of broad band capabilities in the non-metropolitan areas. The solution was to bundle Tribal and Federal Agency requirements and supply the much-needed bandwidth by using Government-furnished microwave systems and establishing a LANI into the FTS2001 Services network. The requirements are supplied by one MCI-provided DS3 in Albuquerque at an estimated annual cost saving to the IHS of \$250,000.00. Long-term plans are to achieve a backbone infrastructure capable of supporting OC3 speeds or higher and applying for license under the Federal Communication Commission.

For more information on the Consortium, please contact: Sara Crazy Thunder at (505) 899 5702  
or  
Email LCDR Tom Duran, CIO, Northern New Mexico Hospital at [tom.duran@shiprock.ihs.gov](mailto:tom.duran@shiprock.ihs.gov)



## Greater Southwest Region FTS at your service . . .

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IT Solutions Shop (FTS on-line ordering system) <http://it-solutions.gsa.gov>

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GSA Email address format: [firstname.lastname@gsa.gov](mailto:firstname.lastname@gsa.gov)

Visit our web site: [http://www.gsa.gov/regions/7k/fts\\_its](http://www.gsa.gov/regions/7k/fts_its)

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ADDRESS CORRECTION REQUESTED

## Has your address changed? *We need to know!*



We update our files on a regular basis. If your mailing address label does not reflect a previously requested change, it may not have been received in time for this mail-out, and we apologize for any inconvenience.

Annotate details of required change of addressee or address on the form provided below. If there is a **control number** on your label, be sure to include it. Fax this change request form to the attention of Linda Box at (817) 978-4039.

*Thank you!*

AGENCY NAME: \_\_\_\_\_

AGENCY CHANGE: \_\_\_\_\_

CONTROL NUMBER: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

\_\_\_\_\_